

# DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT

## Patient Satisfaction Survey (FY 2020 **Overview** Results)

Number of Respondents = 1,505 (99% Confidence, 3.3% Error)

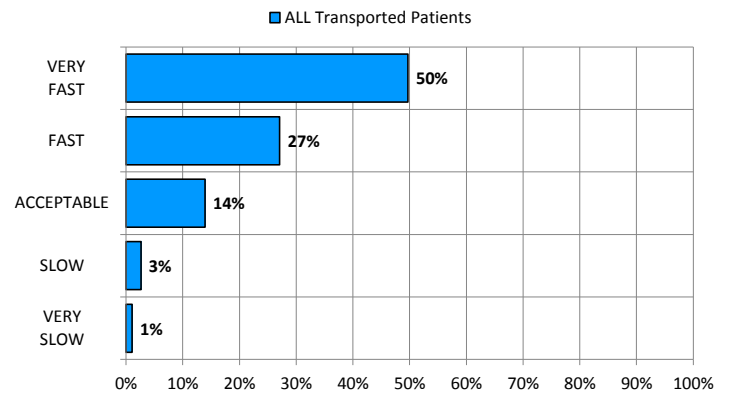
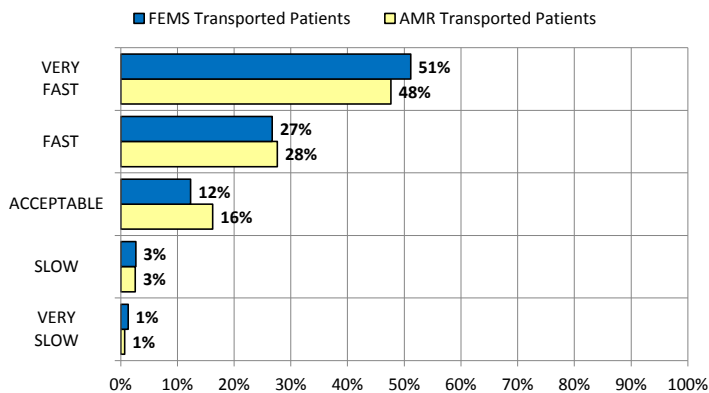


# DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT

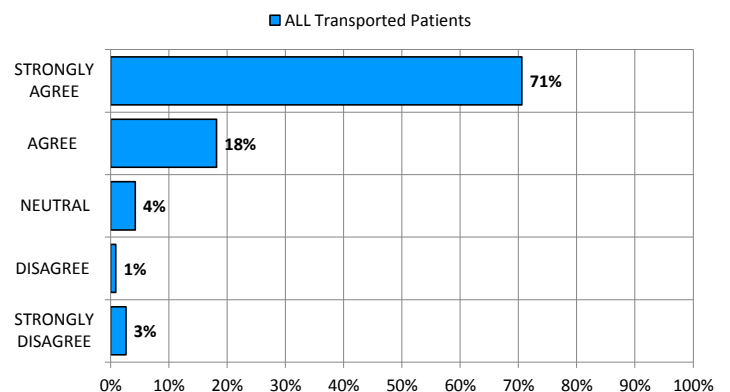
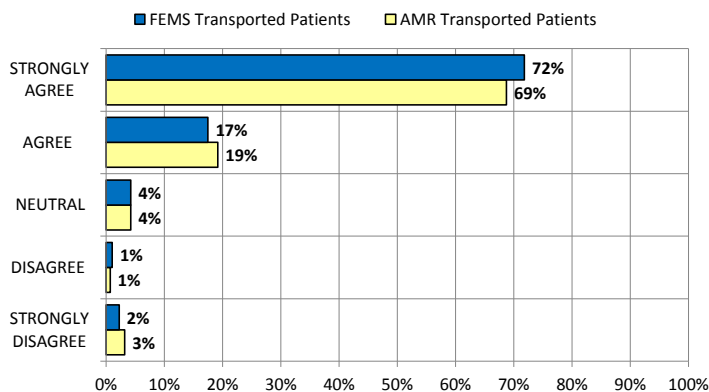
## Patient Satisfaction Survey (FY 2020 Detailed Results)

Number of Respondents = 1,505 (99% Confidence, 3.3% Error)

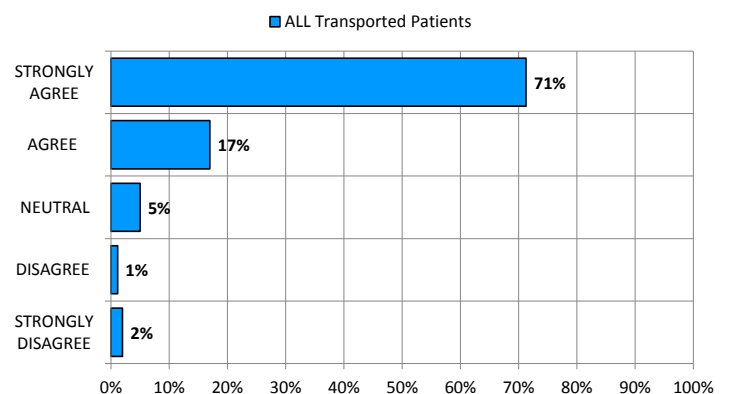
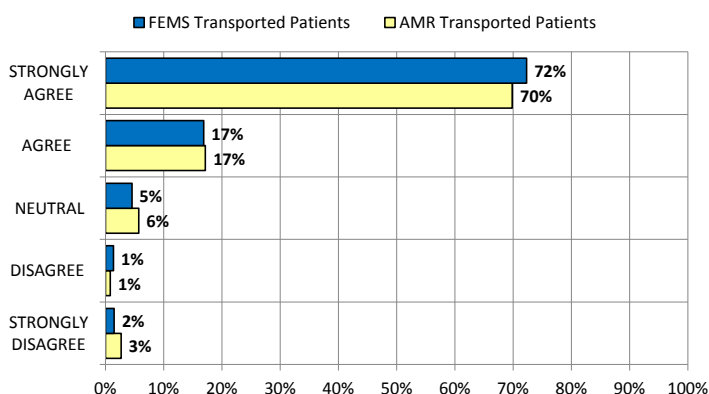
- (Speed of Response)** After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles?



- (Professionalism)** Did Fire and EMS personnel look and act professional?



- (Competence)** Did Fire and EMS personnel seem competent and knowledgeable performing their duties?

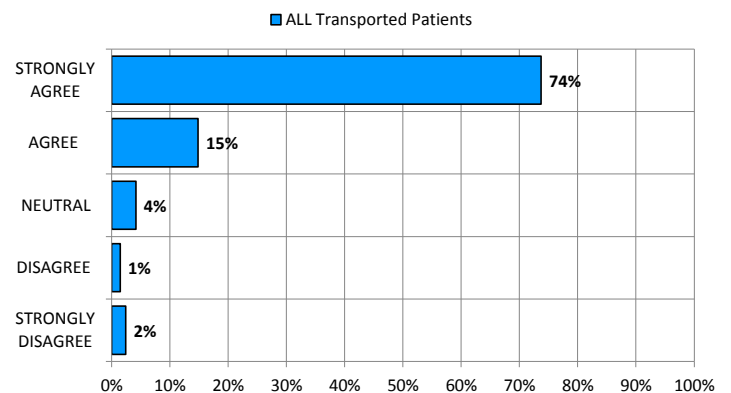
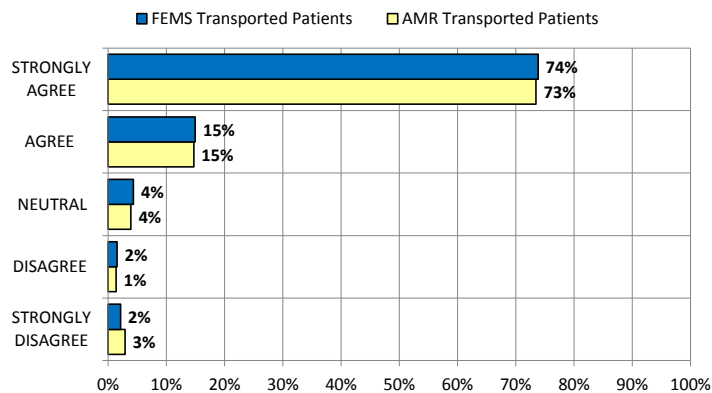


# DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT

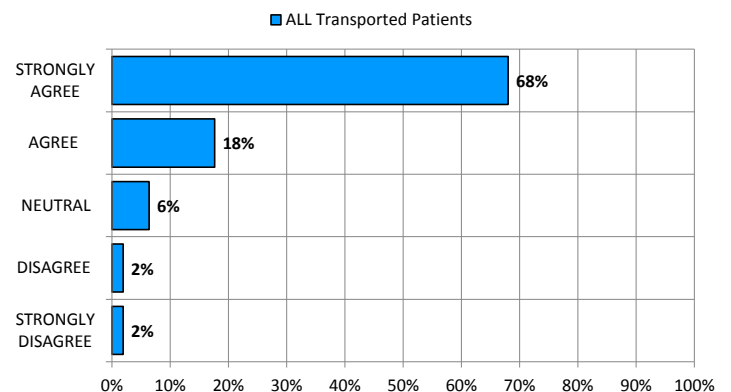
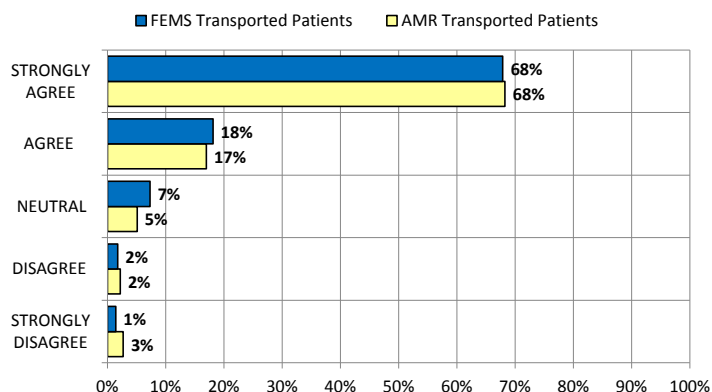
## Patient Satisfaction Survey (FY 2020 Detailed Results)

Number of Respondents = 1,505 (99% Confidence, 3.3% Error)

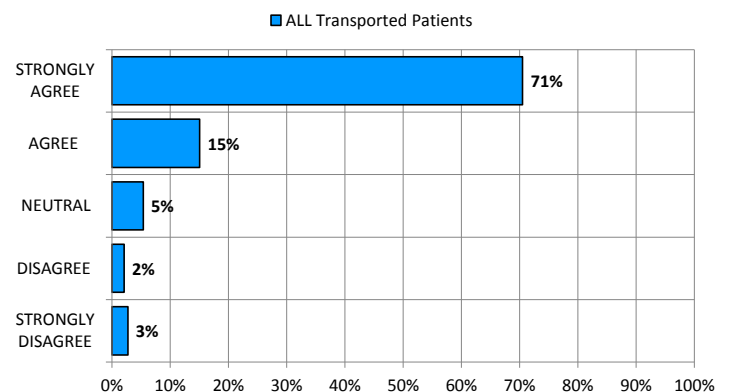
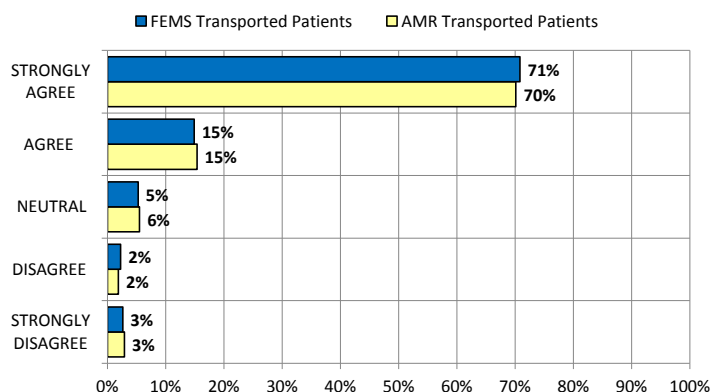
### 4. (Attitude) Did Fire and EMS personnel act courteous and respectful?



### 5. (Patient Interaction) Did Fire and EMS personnel keep you informed about what they were doing?



### 6. (Empathy for Patient) Did Fire and EMS personnel show concern about your comfort during transport to the hospital?

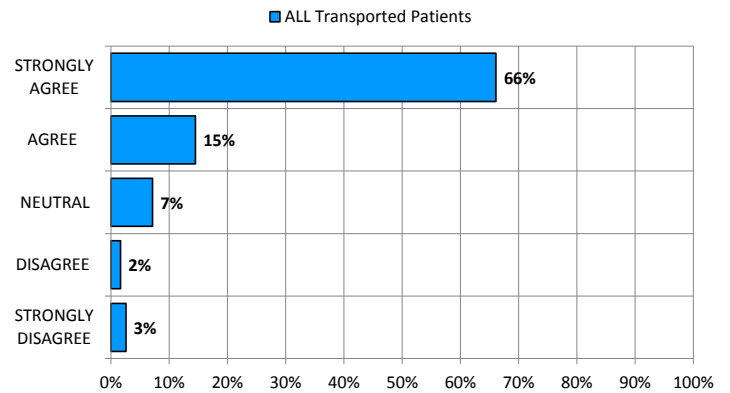
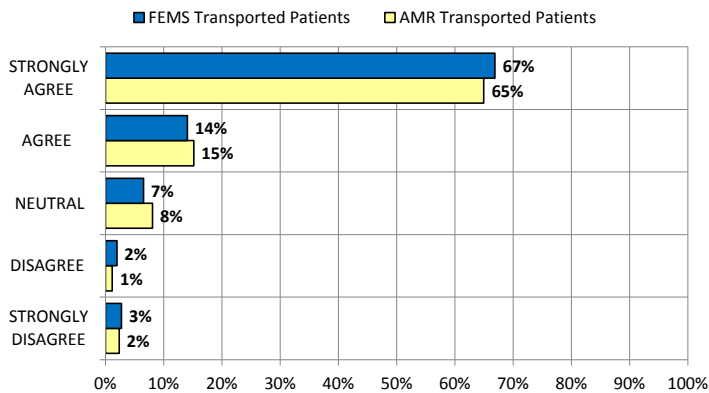


# DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT

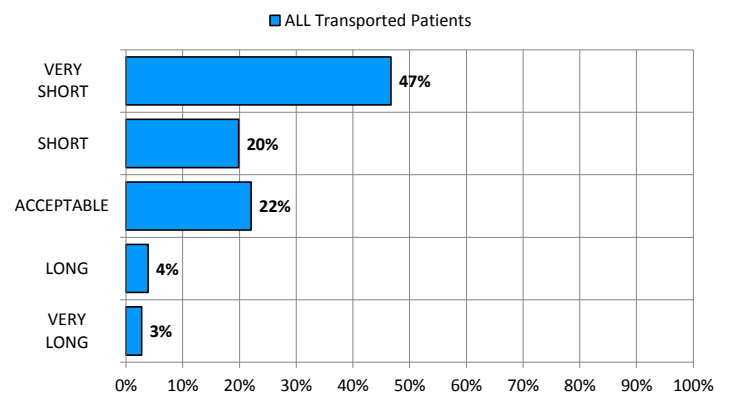
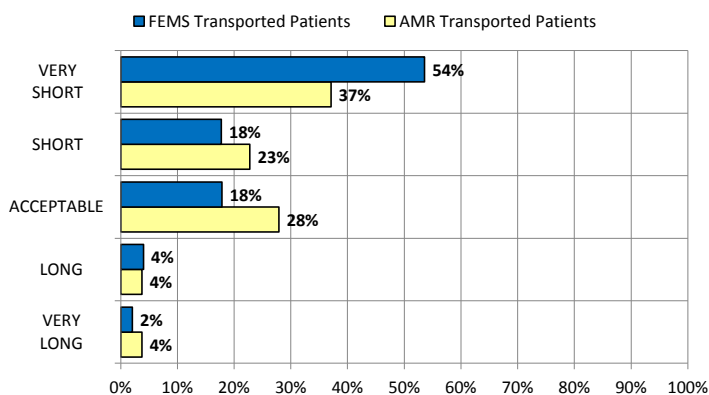
## Patient Satisfaction Survey (FY 2020 Detailed Results)

Number of Respondents = 1,505 (99% Confidence, 3.3% Error)

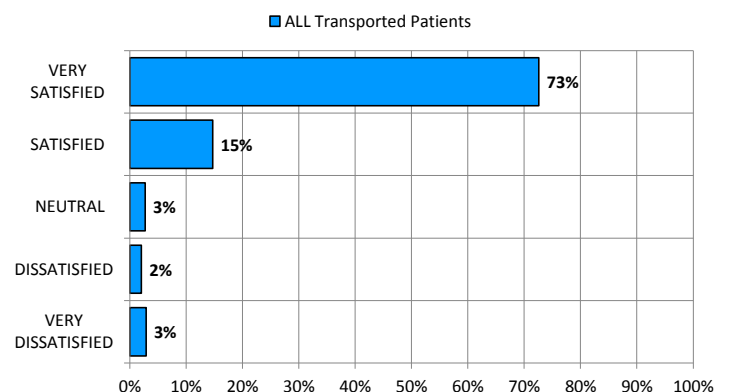
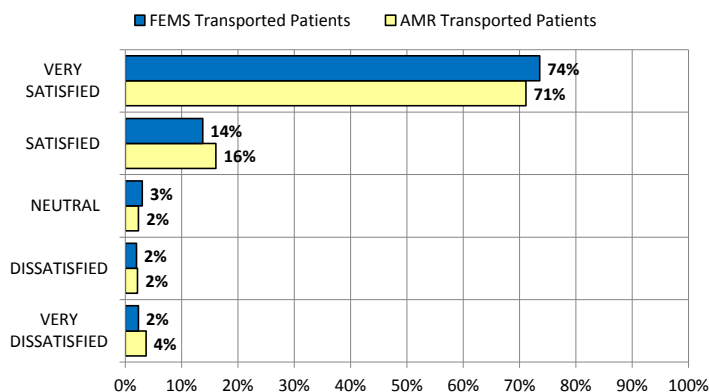
### 7. (Empathy for Family) Did Fire and EMS personnel show concern for your family members?



### 8. (Hospital Turnover Time) After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department?



### 9. (Overall Satisfaction) Overall, how satisfied were you with the services you received?



Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2 Category Scorecard	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? <b>(OVERALL RESPONSE TIME)</b> <i>Speed of Response?</i>	1	VERY SLOW	15	1%
		2	SLOW	37	3%
		3	ACCEPTABLE	196	14%
		4	FAST	381	27%
		5	VERY FAST	699	50%
		6	CAN'T ANSWER	0	0%
		7	BLANK	78	6%
3 Category Scorecard	Did Fire and EMS personnel look and act professional? <b>(CREW PROFESSIONALISM)</b> <i>Professional Crew?</i>	1	STRONGLY DISAGREE	38	3%
		2	DISAGREE	13	1%
		3	NEUTRAL	61	4%
		4	AGREE	264	18%
		5	STRONGLY AGREE	1,026	71%
		6	CAN'T ANSWER	0	0%
		7	BLANK	52	4%
4 Category Scorecard	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? <b>(CREW COMPETENCE)</b> <i>Competent Crew?</i>	1	STRONGLY DISAGREE	29	2%
		2	DISAGREE	17	1%
		3	NEUTRAL	73	5%
		4	AGREE	247	17%
		5	STRONGLY AGREE	1,036	71%
		6	CAN'T ANSWER	0	0%
		7	BLANK	51	4%
5 Category Scorecard	Did Fire and EMS personnel act courteous and respectful? <b>(CREW ATTITUDE)</b> <i>Good Crew Attitude?</i>	1	STRONGLY DISAGREE	35	2%
		2	DISAGREE	21	1%
		3	NEUTRAL	60	4%
		4	AGREE	215	15%
		5	STRONGLY AGREE	1,067	74%
		6	CAN'T ANSWER	0	0%
		7	BLANK	50	3%
6 Category Scorecard	Did Fire and EMS personnel keep you informed about what they were doing? <b>(CREW INTERACTION WITH PATIENT)</b> <i>Good Crew/Patient Interaction?</i>	1	STRONGLY DISAGREE	28	2%
		2	DISAGREE	28	2%
		3	NEUTRAL	92	6%
		4	AGREE	254	18%
		5	STRONGLY AGREE	979	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	58	4%
7 Category Scorecard	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? <b>(CREW EMPATHY FOR PATIENT)</b> <i>Good Crew Empathy for Patient?</i>	1	STRONGLY DISAGREE	39	3%
		2	DISAGREE	30	2%
		3	NEUTRAL	76	5%
		4	AGREE	213	15%
		5	STRONGLY AGREE	996	71%
		6	CAN'T ANSWER	0	0%
		7	BLANK	58	4%
8 Category Scorecard	Did fire and EMS personnel show concern for your family members? <b>(CREW EMPATHY FOR FAMILY)</b> <i>Good Crew Empathy for Family?</i>	1	STRONGLY DISAGREE	33	3%
		2	DISAGREE	21	2%
		3	NEUTRAL	91	7%
		4	AGREE	185	15%
		5	STRONGLY AGREE	843	66%
		6	CAN'T ANSWER	0	0%
		7	BLANK	102	8%
9 Category Scorecard	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? <b>(PATIENT TURNOVER TIME)</b> <i>Speed of Patient Turnover at Hospital?</i>	1	VERY LONG	39	3%
		2	LONG	55	4%
		3	ACCEPTABLE	311	22%
		4	SHORT	280	20%
		5	VERY SHORT	659	47%
		6	CAN'T ANSWER	0	0%
		7	BLANK	67	5%
10 Category Scorecard	Overall, how satisfied were you with the services you received? <b>(OVERALL SATISFACTION)</b> <i>Overall Satisfaction with Service?</i>	1	VERY DISSATISFIED	42	3%
		2	DISSATISFIED	30	2%
		3	NEUTRAL	40	3%
		4	SATISFIED	214	15%
		5	VERY SATISFIED	1,056	73%
		6	CAN'T ANSWER	0	0%
		7	BLANK	73	5%
11	Comments included?	1	YES	714	47%
		2	NO	791	53%
12	Name included?	1	YES	1,487	99%
		2	NO	18	1%
13	Telephone number included?	1	YES	1,304	87%
		2	NO	201	13%
14	E-mail included?	1	YES	704	47%
		2	NO	801	53%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2 Category Scorecard	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? <b>(OVERALL RESPONSE TIME)</b> <i>Speed of Response?</i>	1	VERY SLOW	11	1%
		2	SLOW	22	3%
		3	ACCEPTABLE	102	12%
		4	FAST	221	27%
		5	VERY FAST	423	51%
		6	CAN'T ANSWER	0	0%
		7	BLANK	48	6%
3 Category Scorecard	Did Fire and EMS personnel look and act professional? <b>(CREW PROFESSIONALISM)</b> <i>Professional Crew?</i>	1	STRONGLY DISAGREE	19	2%
		2	DISAGREE	9	1%
		3	NEUTRAL	36	4%
		4	AGREE	150	17%
		5	STRONGLY AGREE	617	72%
		6	CAN'T ANSWER	0	0%
		7	BLANK	28	3%
4 Category Scorecard	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? <b>(CREW COMPETENCE)</b> <i>Competent Crew?</i>	1	STRONGLY DISAGREE	13	2%
		2	DISAGREE	12	1%
		3	NEUTRAL	39	5%
		4	AGREE	145	17%
		5	STRONGLY AGREE	621	72%
		6	CAN'T ANSWER	0	0%
		7	BLANK	29	3%
5 Category Scorecard	Did Fire and EMS personnel act courteous and respectful? <b>(CREW ATTITUDE)</b> <i>Good Crew Attitude?</i>	1	STRONGLY DISAGREE	18	2%
		2	DISAGREE	13	2%
		3	NEUTRAL	37	4%
		4	AGREE	128	15%
		5	STRONGLY AGREE	632	74%
		6	CAN'T ANSWER	0	0%
		7	BLANK	28	3%
6 Category Scorecard	Did Fire and EMS personnel keep you informed about what they were doing? <b>(CREW INTERACTION WITH PATIENT)</b> <i>Good Crew/Patient Interaction?</i>	1	STRONGLY DISAGREE	12	1%
		2	DISAGREE	15	2%
		3	NEUTRAL	62	7%
		4	AGREE	154	18%
		5	STRONGLY AGREE	577	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	30	4%
7 Category Scorecard	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? <b>(CREW EMPATHY FOR PATIENT)</b> <i>Good Crew Empathy for Patient?</i>	1	STRONGLY DISAGREE	22	3%
		2	DISAGREE	19	2%
		3	NEUTRAL	44	5%
		4	AGREE	124	15%
		5	STRONGLY AGREE	590	71%
		6	CAN'T ANSWER	0	0%
		7	BLANK	34	4%
8 Category Scorecard	Did fire and EMS personnel show concern for your family members? <b>(CREW EMPATHY FOR FAMILY)</b> <i>Good Crew Empathy for Family?</i>	1	STRONGLY DISAGREE	21	3%
		2	DISAGREE	15	2%
		3	NEUTRAL	50	7%
		4	AGREE	108	14%
		5	STRONGLY AGREE	513	67%
		6	CAN'T ANSWER	0	0%
		7	BLANK	60	8%
9 Category Scorecard	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? <b>(PATIENT TURNOVER TIME)</b> <i>Speed of Patient Turnover at Hospital?</i>	1	VERY LONG	17	2%
		2	LONG	33	4%
		3	ACCEPTABLE	147	18%
		4	SHORT	146	18%
		5	VERY SHORT	441	54%
		6	CAN'T ANSWER	0	0%
		7	BLANK	39	5%
10 Category Scorecard	Overall, how satisfied were you with the services you received? <b>(OVERALL SATISFACTION)</b> <i>Overall Satisfaction with Service?</i>	1	VERY DISSATISFIED	20	2%
		2	DISSATISFIED	17	2%
		3	NEUTRAL	26	3%
		4	SATISFIED	118	14%
		5	VERY SATISFIED	632	74%
		6	CAN'T ANSWER	0	0%
		7	BLANK	46	5%
11	Comments included?	1	YES	435	48%
		2	NO	466	52%
12	Name included?	1	YES	892	99%
		2	NO	9	1%
13	Telephone number included?	1	YES	768	85%
		2	NO	133	15%
14	E-mail included?	1	YES	418	46%
		2	NO	483	54%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2 Category Scorecard	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? <b>(OVERALL RESPONSE TIME)</b> <i>Speed of Response?</i>	1	VERY SLOW	4	1%
		2	SLOW	15	3%
		3	ACCEPTABLE	94	16%
		4	FAST	160	28%
		5	VERY FAST	276	48%
		6	CAN'T ANSWER	0	0%
		7	BLANK	30	5%
3 Category Scorecard	Did Fire and EMS personnel look and act professional? <b>(CREW PROFESSIONALISM)</b> <i>Professional Crew?</i>	1	STRONGLY DISAGREE	19	3%
		2	DISAGREE	4	1%
		3	NEUTRAL	25	4%
		4	AGREE	114	19%
		5	STRONGLY AGREE	409	69%
		6	CAN'T ANSWER	0	0%
		7	BLANK	24	4%
4 Category Scorecard	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? <b>(CREW COMPETENCE)</b> <i>Competent Crew?</i>	1	STRONGLY DISAGREE	16	3%
		2	DISAGREE	5	1%
		3	NEUTRAL	34	6%
		4	AGREE	102	17%
		5	STRONGLY AGREE	415	70%
		6	CAN'T ANSWER	0	0%
		7	BLANK	22	4%
5 Category Scorecard	Did Fire and EMS personnel act courteous and respectful? <b>(CREW ATTITUDE)</b> <i>Good Crew Attitude?</i>	1	STRONGLY DISAGREE	17	3%
		2	DISAGREE	8	1%
		3	NEUTRAL	23	4%
		4	AGREE	87	15%
		5	STRONGLY AGREE	435	73%
		6	CAN'T ANSWER	0	0%
		7	BLANK	22	4%
6 Category Scorecard	Did Fire and EMS personnel keep you informed about what they were doing? <b>(CREW INTERACTION WITH PATIENT)</b> <i>Good Crew/Patient Interaction?</i>	1	STRONGLY DISAGREE	16	3%
		2	DISAGREE	13	2%
		3	NEUTRAL	30	5%
		4	AGREE	100	17%
		5	STRONGLY AGREE	402	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	28	5%
7 Category Scorecard	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? <b>(CREW EMPATHY FOR PATIENT)</b> <i>Good Crew Empathy for Patient?</i>	1	STRONGLY DISAGREE	17	3%
		2	DISAGREE	11	2%
		3	NEUTRAL	32	6%
		4	AGREE	89	15%
		5	STRONGLY AGREE	406	70%
		6	CAN'T ANSWER	0	0%
		7	BLANK	24	4%
8 Category Scorecard	Did fire and EMS personnel show concern for your family members? <b>(CREW EMPATHY FOR FAMILY)</b> <i>Good Crew Empathy for Family?</i>	1	STRONGLY DISAGREE	12	2%
		2	DISAGREE	6	1%
		3	NEUTRAL	41	8%
		4	AGREE	77	15%
		5	STRONGLY AGREE	330	65%
		6	CAN'T ANSWER	0	0%
		7	BLANK	42	8%
9 Category Scorecard	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? <b>(PATIENT TURNOVER TIME)</b> <i>Speed of Patient Turnover at Hospital?</i>	1	VERY LONG	22	4%
		2	LONG	22	4%
		3	ACCEPTABLE	164	28%
		4	SHORT	134	23%
		5	VERY SHORT	218	37%
		6	CAN'T ANSWER	0	0%
		7	BLANK	28	5%
10 Category Scorecard	Overall, how satisfied were you with the services you received? <b>(OVERALL SATISFACTION)</b> <i>Overall Satisfaction with Service?</i>	1	VERY DISSATISFIED	22	4%
		2	DISSATISFIED	13	2%
		3	NEUTRAL	14	2%
		4	SATISFIED	96	16%
		5	VERY SATISFIED	424	71%
		6	CAN'T ANSWER	0	0%
		7	BLANK	27	5%
11	Comments included?	1	YES	279	46%
		2	NO	325	54%
12	Name included?	1	YES	595	99%
		2	NO	9	1%
13	Telephone number included?	1	YES	536	89%
		2	NO	68	11%
14	E-mail included?	1	YES	286	47%
		2	NO	318	53%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? <b>(OVERALL RESPONSE TIME)</b> 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Response?</i>	1,2	SLOW	52	4%
		3	ACCEPTABLE	196	15%
		4,5	FAST	1,080	81%
		6,7	EXCLUDED	78	6%
3	Did Fire and EMS personnel look and act professional? <b>(CREW PROFESSIONALISM)</b> 3 Category (Collapsed), "EXCLUDED" not counted. <i>Professional Crew?</i>	1,2	DISAGREE	51	4%
		3	NEUTRAL	61	4%
		4,5	AGREE	1,290	92%
		6,7	EXCLUDED	52	4%
4	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? <b>(CREW COMPETENCE)</b> 3 Category (Collapsed), "EXCLUDED" not counted. <i>Competent Crew?</i>	1,2	DISAGREE	46	3%
		3	NEUTRAL	73	5%
		4,5	AGREE	1,283	92%
		6,7	EXCLUDED	51	4%
5	Did Fire and EMS personnel act courteous and respectful? <b>(CREW ATTITUDE)</b> 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Attitude?</i>	1,2	DISAGREE	56	4%
		3	NEUTRAL	60	4%
		4,5	AGREE	1,282	92%
		6,7	EXCLUDED	50	3%
6	Did Fire and EMS personnel keep you informed about what they were doing? <b>(CREW INTERACTION WITH PATIENT)</b> 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew/Patient Interaction?</i>	1,2	DISAGREE	56	4%
		3	NEUTRAL	92	7%
		4,5	AGREE	1,233	89%
		6,7	EXCLUDED	58	4%
7	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? <b>(CREW EMPATHY FOR PATIENT)</b> 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Patient?</i>	1,2	DISAGREE	69	5%
		3	NEUTRAL	76	6%
		4,5	AGREE	1,209	89%
		6,7	EXCLUDED	58	4%
8	Did fire and EMS personnel show concern for your family members? <b>(CREW EMPATHY FOR FAMILY)</b> 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Family?</i>	1,2	DISAGREE	54	5%
		3	NEUTRAL	91	8%
		4,5	AGREE	1,028	88%
		6,7	EXCLUDED	102	8%
9	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? <b>(PATIENT TURNOVER TIME)</b> 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Patient Turnover at Hospital?</i>	1,2	LONG	94	7%
		3	ACCEPTABLE	311	23%
		4,5	SHORT	939	70%
		6,7	EXCLUDED	67	5%
10	Overall, how satisfied were you with the services you received? <b>(OVERALL SATISFACTION)</b> 3 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2	DISSATISFIED	72	5%
		3	NEUTRAL	40	3%
		4,5	SATISFIED	1,270	92%
		6,7	EXCLUDED	73	5%
10	Overall, how satisfied were you with the services you received? <b>(OVERALL SATISFACTION)</b> 2 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2,3	OTHER THAN SATISFIED	112	8%
		4,5	SATISFIED	1,270	92%
		6,7	EXCLUDED	73	5%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? <b>(OVERALL RESPONSE TIME)</b> 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Response?</i>	1,2	SLOW	33	4%
		3	ACCEPTABLE	102	13%
		4,5	FAST	644	83%
		6,7	EXCLUDED	48	6%
3	Did Fire and EMS personnel look and act professional? <b>(CREW PROFESSIONALISM)</b> 3 Category (Collapsed), "EXCLUDED" not counted. <i>Professional Crew?</i>	1,2	DISAGREE	28	3%
		3	NEUTRAL	36	4%
		4,5	AGREE	767	92%
		6,7	EXCLUDED	28	3%
4	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? <b>(CREW COMPETENCE)</b> 3 Category (Collapsed), "EXCLUDED" not counted. <i>Competent Crew?</i>	1,2	DISAGREE	25	3%
		3	NEUTRAL	39	5%
		4,5	AGREE	766	92%
		6,7	EXCLUDED	29	3%
5	Did Fire and EMS personnel act courteous and respectful? <b>(CREW ATTITUDE)</b> 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Attitude?</i>	1,2	DISAGREE	31	4%
		3	NEUTRAL	37	4%
		4,5	AGREE	760	92%
		6,7	EXCLUDED	28	3%
6	Did Fire and EMS personnel keep you informed about what they were doing? <b>(CREW INTERACTION WITH PATIENT)</b> 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew/Patient Interaction?</i>	1,2	DISAGREE	27	3%
		3	NEUTRAL	62	8%
		4,5	AGREE	731	89%
		6,7	EXCLUDED	30	4%
7	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? <b>(CREW EMPATHY FOR PATIENT)</b> 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Patient?</i>	1,2	DISAGREE	41	5%
		3	NEUTRAL	44	6%
		4,5	AGREE	714	89%
		6,7	EXCLUDED	34	4%
8	Did fire and EMS personnel show concern for your family members? <b>(CREW EMPATHY FOR FAMILY)</b> 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Family?</i>	1,2	DISAGREE	36	5%
		3	NEUTRAL	50	7%
		4,5	AGREE	621	88%
		6,7	EXCLUDED	60	8%
9	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? <b>(PATIENT TURNOVER TIME)</b> 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Patient Turnover at Hospital?</i>	1,2	LONG	50	6%
		3	ACCEPTABLE	147	19%
		4,5	SHORT	587	75%
		6,7	EXCLUDED	39	5%
10	Overall, how satisfied were you with the services you received? <b>(OVERALL SATISFACTION)</b> 3 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2	DISSATISFIED	37	5%
		3	NEUTRAL	26	3%
		4,5	SATISFIED	750	92%
		6,7	EXCLUDED	46	5%
10	Overall, how satisfied were you with the services you received? <b>(OVERALL SATISFACTION)</b> 2 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2,3	OTHER THAN SATISFIED	63	8%
		4,5	SATISFIED	750	92%
		6,7	EXCLUDED	46	5%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) 3 Category (Collapsed), "EXCLUDED" not counted. Speed of Response?	1,2	SLOW	19	3%
		3	ACCEPTABLE	94	17%
		4,5	FAST	436	79%
		6,7	EXCLUDED	30	5%
3	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) 3 Category (Collapsed), "EXCLUDED" not counted. Professional Crew?	1,2	DISAGREE	23	4%
		3	NEUTRAL	25	4%
		4,5	AGREE	523	92%
		6,7	EXCLUDED	24	4%
4	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) 3 Category (Collapsed), "EXCLUDED" not counted. Competent Crew?	1,2	DISAGREE	21	4%
		3	NEUTRAL	34	6%
		4,5	AGREE	517	90%
		6,7	EXCLUDED	22	4%
5	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) 3 Category (Collapsed), "EXCLUDED" not counted. Good Crew Attitude?	1,2	DISAGREE	25	4%
		3	NEUTRAL	23	4%
		4,5	AGREE	522	92%
		6,7	EXCLUDED	22	4%
6	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted. Good Crew/Patient Interaction?	1,2	DISAGREE	29	5%
		3	NEUTRAL	30	5%
		4,5	AGREE	502	89%
		6,7	EXCLUDED	28	5%
7	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted. Good Crew Empathy for Patient?	1,2	DISAGREE	28	5%
		3	NEUTRAL	32	6%
		4,5	AGREE	495	89%
		6,7	EXCLUDED	24	4%
8	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) 3 Category (Collapsed), "EXCLUDED" not counted. Good Crew Empathy for Family?	1,2	DISAGREE	18	4%
		3	NEUTRAL	41	9%
		4,5	AGREE	407	87%
		6,7	EXCLUDED	42	8%
9	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) 3 Category (Collapsed), "EXCLUDED" not counted. Speed of Patient Turnover at Hospital?	1,2	LONG	44	8%
		3	ACCEPTABLE	164	29%
		4,5	SHORT	352	63%
		6,7	EXCLUDED	28	5%
10	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) 3 Category (Collapsed), "EXCLUDED" not counted. Overall Satisfaction with Service?	1,2	DISSATISFIED	35	6%
		3	NEUTRAL	14	2%
		4,5	SATISFIED	520	91%
		6,7	EXCLUDED	27	5%
10	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) 2 Category (Collapsed), "EXCLUDED" not counted. Overall Satisfaction with Service?	1,2,3	OTHER THAN SATISFIED	49	9%
		4,5	SATISFIED	520	91%
		6,7	EXCLUDED	27	5%